

# Customer Satisfaction Index

## May 2015 Appendix



# Customer Satisfaction Index May 2015

## Train

### % Partly to very satisfied

### Suburban and Intercity Train lines

Service driver	Service attribute	T1 North Shore, Northern & Western	T2 Airport, Inner West & South	T3 Bankstown	T4 Eastern Suburbs & Illawara	T5 Cumberland	T6 Carlingford	Blue Mountains	Central Coast & Newcastle	Hunter	South Coast	Southern Highlands
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>91%</b>	<b>90%</b>	<b>81%</b>	<b>88%</b>	<b>82%</b>	<b>71%</b>	<b>86%</b>	<b>87%</b>	<b>78%</b>	<b>84%</b>	<b>73%</b>
<b>Timeliness</b>	This train turning up on time	89%	92%	84%	90%	90%	80%	87%	89%	82%	87%	79%
	Frequency of this train service	80%	79%	72%	80%	68%	26%	73%	78%	73%	65%	50%
	Journey time given the distance travelled	84%	79%	73%	83%	77%	76%	82%	75%	80%	74%	64%
	Time to connect to other transport services	78%	78%	74%	81%	72%	58%	78%	76%	70%	77%	69%
<b>Safety &amp; Security</b>	Feeling safe at the train station	91%	88%	82%	92%	78%	74%	88%	88%	81%	87%	87%
	Feeling safe while on this train	91%	90%	82%	94%	79%	72%	89%	89%	83%	89%	88%
<b>Ticketing</b>	Ease of purchasing my ticket	91%	87%	87%	91%	84%	84%	93%	89%	85%	87%	85%
	Choice of tickets that meet my travel needs	88%	85%	84%	90%	84%	81%	88%	88%	85%	88%	85%
<b>Convenience</b>	Availability of car parking facilities near the train station	54%	58%	59%	51%	61%	59%	73%	67%	71%	69%	77%
	Ease of connection with other modes of transport	74%	75%	73%	80%	73%	58%	78%	78%	68%	79%	72%
<b>Accessibility</b>	Ease of accessing the train station	88%	87%	82%	91%	87%	81%	86%	89%	81%	90%	92%
	Ease of getting on and off the train	92%	92%	87%	93%	90%	89%	86%	92%	87%	91%	93%
	Usefulness of signs to help you find your way	88%	87%	85%	91%	86%	82%	88%	87%	82%	86%	87%
<b>Comfort</b>	Comfort at the train station (shelter & seating)	79%	82%	77%	87%	74%	69%	82%	76%	75%	71%	78%
	Seat availability on this train	87%	89%	85%	89%	82%	91%	93%	84%	87%	78%	82%
	Seat comfort on this train	88%	89%	80%	91%	69%	76%	90%	78%	87%	75%	81%
	Temperature on this train	84%	87%	80%	82%	67%	77%	85%	81%	83%	81%	81%
	Personal space on this train	84%	84%	82%	83%	74%	87%	89%	80%	84%	73%	79%
<b>Cleanliness</b>	Cleanliness of the train station	87%	88%	80%	88%	77%	76%	90%	82%	81%	85%	90%
	Cleanliness of this train	88%	89%	78%	89%	68%	70%	83%	80%	80%	77%	86%
<b>Information</b>	Availability of arrival information for this train	90%	90%	86%	92%	81%	69%	90%	87%	79%	90%	76%
	Availability of next stop information on this train	90%	92%	88%	88%	70%	71%	84%	91%	76%	94%	75%
	Availability of information about service delays	80%	83%	79%	84%	71%	58%	78%	76%	67%	81%	65%
	Ease of finding info (routes, stops, timetables)	83%	85%	83%	87%	76%	68%	84%	83%	75%	87%	76%
<b>Customer Service</b>	Willingness of rail staff to help	81%	81%	82%	81%	75%	72%	86%	79%	79%	83%	84%
	Knowledge of rail staff	80%	81%	81%	82%	75%	75%	85%	79%	77%	83%	80%
	Presentation of rail staff	85%	85%	83%	86%	79%	78%	87%	84%	84%	87%	87%

# Customer Satisfaction Index May 2015

## Train

### % Partly to very *dissatisfied*

### Suburban and Intercity Train lines

Service driver	Service attribute	T1 North Shore, Northern & Western	T2 Airport, Inner West & South	T3 Bankstown	T4 Eastern Suburbs & Illawara	T5 Cumberland	T6 Carlingford	Blue Mountains	Central Coast & Newcastle	Hunter	South Coast	Southern Highlands
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>5%</b>	<b>5%</b>	<b>10%</b>	<b>7%</b>	<b>11%</b>	<b>20%</b>	<b>8%</b>	<b>8%</b>	<b>13%</b>	<b>9%</b>	<b>22%</b>
<b>Timeliness</b>	This train turning up on time	7%	5%	11%	6%	5%	16%	9%	8%	12%	9%	16%
	Frequency of this train service	15%	15%	18%	16%	25%	65%	23%	15%	21%	28%	44%
	Journey time given the distance travelled	10%	14%	17%	10%	13%	16%	11%	15%	10%	18%	26%
	Time to connect to other transport services	13%	10%	15%	10%	16%	34%	11%	12%	21%	13%	20%
<b>Safety &amp; Security</b>	Feeling safe at the train station	5%	5%	10%	3%	13%	17%	6%	5%	10%	9%	6%
	Feeling safe while on this train	5%	5%	9%	2%	9%	16%	6%	5%	8%	6%	5%
<b>Ticketing</b>	Ease of purchasing my ticket	6%	9%	8%	6%	8%	6%	5%	5%	7%	7%	8%
	Choice of tickets that meet my travel needs	7%	8%	7%	8%	6%	6%	7%	6%	8%	8%	7%
<b>Convenience</b>	Availability of car parking facilities near the train station	35%	28%	26%	34%	21%	18%	15%	24%	16%	21%	14%
	Ease of connection with other modes of transport	15%	10%	11%	11%	12%	28%	8%	8%	20%	11%	19%
<b>Accessibility</b>	Ease of accessing the train station	6%	6%	11%	5%	8%	9%	7%	6%	10%	5%	3%
	Ease of getting on and off the train	4%	3%	8%	4%	3%	4%	6%	4%	7%	5%	2%
	Usefulness of signs to help you find your way	5%	4%	6%	4%	5%	6%	6%	7%	6%	5%	6%
<b>Comfort</b>	Comfort at the train station (shelter & seating)	13%	9%	16%	9%	18%	19%	12%	13%	14%	21%	16%
	Seat availability on this train	8%	5%	8%	8%	10%	4%	2%	11%	6%	17%	13%
	Seat comfort on this train	6%	6%	11%	4%	20%	16%	6%	14%	6%	19%	14%
	Temperature on this train	8%	8%	11%	12%	23%	15%	10%	11%	10%	12%	15%
	Personal space on this train	9%	9%	9%	11%	17%	5%	6%	12%	9%	19%	15%
<b>Cleanliness</b>	Cleanliness of the train station	7%	6%	13%	7%	15%	15%	5%	11%	10%	8%	7%
	Cleanliness of this train	7%	5%	15%	7%	23%	20%	14%	14%	10%	15%	9%
<b>Information</b>	Availability of arrival information for this train	5%	4%	9%	5%	10%	20%	6%	4%	9%	5%	17%
	Availability of next stop information on this train	6%	3%	7%	7%	18%	15%	9%	4%	10%	3%	15%
	Availability of information about service delays	11%	8%	13%	9%	19%	29%	16%	13%	21%	12%	26%
	Ease of finding info (routes, stops, timetables)	8%	5%	8%	7%	13%	17%	8%	5%	11%	6%	13%
<b>Customer Service</b>	Willingness of rail staff to help	6%	5%	7%	8%	11%	12%	5%	7%	8%	8%	8%
	Knowledge of rail staff	5%	5%	4%	5%	11%	10%	5%	6%	8%	7%	12%
	Presentation of rail staff	4%	4%	6%	4%	6%	10%	3%	6%	4%	3%	6%

# Customer Satisfaction Index May 2015

## Bus

% Partly to very <i>satisfied</i>		Metropolitan bus service region													
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10	12	13	14	15
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>85%</b>	<b>90%</b>	<b>87%</b>	<b>92%</b>	<b>86%</b>	<b>87%</b>	<b>89%</b>	<b>87%</b>	<b>85%</b>	<b>93%</b>	<b>94%</b>	<b>90%</b>	<b>94%</b>	<b>92%</b>
<b>Timeliness</b>	This bus turning up on time	76%	81%	81%	87%	82%	75%	81%	75%	70%	86%	88%	81%	88%	82%
	Frequency of this bus service	77%	82%	77%	79%	73%	73%	73%	72%	70%	81%	68%	80%	78%	79%
	Journey time given the distance travelled	85%	89%	87%	88%	87%	84%	84%	80%	84%	91%	91%	92%	88%	90%
	Time to connect to other transport services	76%	83%	83%	82%	82%	83%	82%	76%	79%	87%	79%	84%	84%	81%
<b>Safety &amp; Security</b>	Feeling safe at the bus stop	85%	88%	89%	93%	91%	94%	95%	90%	93%	94%	96%	93%	95%	88%
	Feeling safe while on this bus	91%	93%	94%	95%	93%	96%	97%	92%	95%	97%	100%	96%	97%	93%
	This bus being driven safely	88%	92%	92%	94%	92%	93%	96%	93%	94%	97%	99%	96%	98%	93%
<b>Ticketing</b>	Ease of purchasing my ticket	92%	94%	94%	96%	95%	93%	92%	90%	90%	94%	98%	95%	94%	93%
	Choice of tickets that meet my travel needs	92%	94%	94%	93%	92%	92%	88%	87%	91%	93%	97%	93%	92%	92%
<b>Convenience</b>	Availability of car parking facilities near the bus stop	72%	75%	73%	65%	72%	63%	62%	53%	64%	72%	69%	78%	72%	77%
	Ease of connection with other modes of transport	83%	88%	89%	87%	88%	82%	84%	78%	83%	91%	88%	93%	85%	85%
<b>Accessibility</b>	Ease of accessing the bus stop	91%	94%	94%	92%	95%	93%	93%	90%	93%	95%	97%	95%	94%	95%
	Ease of getting on and off this bus	91%	93%	96%	96%	94%	95%	95%	92%	92%	96%	99%	97%	97%	95%
	Usefulness of signs to help you find your way	87%	91%	90%	87%	85%	84%	85%	80%	84%	89%	89%	91%	89%	89%
<b>Comfort</b>	Comfort at the bus stop (shelter & seating)	74%	74%	79%	78%	80%	79%	78%	75%	79%	84%	75%	80%	82%	73%
	Seat availability on this bus	89%	95%	93%	89%	92%	90%	89%	84%	86%	95%	99%	95%	96%	94%
	Seat comfort on this bus	90%	94%	93%	92%	90%	91%	91%	85%	89%	95%	98%	95%	92%	93%
	Temperature on this bus	84%	93%	88%	81%	87%	90%	84%	82%	84%	95%	96%	90%	92%	91%
	Personal space on this bus	88%	94%	93%	85%	93%	87%	84%	82%	86%	96%	99%	93%	92%	92%
	Smoothness of this bus trip	85%	89%	88%	87%	81%	86%	86%	82%	85%	92%	92%	91%	91%	86%
<b>Cleanliness</b>	Cleanliness of the bus stop	79%	83%	85%	90%	86%	84%	85%	80%	85%	91%	92%	89%	91%	84%
	Cleanliness of this bus	90%	94%	94%	94%	90%	92%	90%	84%	87%	94%	100%	93%	97%	94%
<b>Information</b>	Availability of arrival information for this bus	80%	89%	76%	83%	80%	76%	80%	74%	76%	84%	84%	83%	83%	85%
	Availability of next stop information on this bus	70%	83%	76%	73%	73%	69%	71%	58%	68%	80%	75%	78%	70%	81%
	Availability of information about service delays	60%	70%	64%	62%	59%	56%	59%	57%	58%	68%	65%	65%	62%	72%
	Ease of finding info (routes, stops, timetables)	74%	86%	76%	78%	81%	73%	74%	74%	73%	84%	80%	81%	79%	81%
<b>Customer Service</b>	Willingness of bus staff to help	80%	89%	82%	81%	85%	80%	80%	82%	80%	90%	97%	89%	91%	87%
	Knowledge of bus staff	77%	86%	81%	83%	84%	80%	80%	83%	79%	89%	95%	88%	91%	88%
	Presentation of bus staff	86%	92%	87%	90%	90%	86%	87%	86%	87%	93%	97%	92%	94%	92%

# Customer Satisfaction Index May 2015

Bus															
% Partly to very <i>dissatisfied</i>		Metropolitan bus service region													
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10	12	13	14	15
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>9%</b>	<b>6%</b>	<b>7%</b>	<b>5%</b>	<b>9%</b>	<b>9%</b>	<b>5%</b>	<b>7%</b>	<b>11%</b>	<b>4%</b>	<b>3%</b>	<b>5%</b>	<b>3%</b>	<b>4%</b>
<b>Timeliness</b>	This bus turning up on time	18%	12%	14%	9%	14%	18%	14%	19%	23%	9%	10%	13%	9%	12%
	Frequency of this bus service	15%	13%	14%	17%	18%	20%	18%	19%	21%	13%	27%	16%	18%	13%
	Journey time given the distance travelled	8%	4%	6%	7%	6%	9%	9%	11%	9%	2%	4%	4%	8%	5%
	Time to connect to other transport services	14%	8%	6%	7%	11%	6%	9%	11%	9%	6%	12%	9%	7%	11%
<b>Safety &amp; Security</b>	Feeling safe at the bus stop	9%	7%	7%	3%	5%	4%	3%	7%	4%	3%	4%	2%	1%	5%
	Feeling safe while on this bus	5%	4%	3%	2%	3%	2%	1%	4%	2%	1%	0%	1%	1%	2%
	This bus being driven safely	8%	4%	5%	2%	5%	4%	1%	3%	3%	1%	1%	3%	1%	3%
<b>Ticketing</b>	Ease of purchasing my ticket	5%	4%	3%	1%	2%	4%	3%	6%	6%	3%	1%	2%	2%	2%
	Choice of tickets that meet my travel needs	3%	3%	2%	4%	2%	4%	5%	8%	4%	3%	2%	2%	4%	2%
<b>Convenience</b>	Availability of car parking facilities near the bus stop	13%	10%	9%	21%	13%	16%	20%	29%	16%	13%	12%	10%	14%	6%
	Ease of connection with other modes of transport	8%	5%	3%	6%	8%	8%	6%	10%	7%	4%	5%	4%	6%	6%
<b>Accessibility</b>	Ease of accessing the bus stop	4%	4%	1%	4%	3%	3%	4%	5%	4%	3%	2%	3%	2%	1%
	Ease of getting on and off this bus	4%	3%	1%	1%	4%	2%	2%	3%	3%	2%	1%	1%	2%	2%
	Usefulness of signs to help you find your way	7%	5%	5%	4%	6%	7%	6%	10%	7%	3%	5%	3%	4%	4%
<b>Comfort</b>	Comfort at the bus stop (shelter & seating)	15%	20%	14%	15%	14%	12%	12%	16%	13%	10%	15%	13%	11%	18%
	Seat availability on this bus	5%	3%	2%	6%	4%	6%	6%	9%	8%	3%	0%	2%	2%	3%
	Seat comfort on this bus	4%	3%	2%	5%	6%	4%	4%	6%	4%	3%	2%	2%	3%	4%
	Temperature on this bus	7%	2%	5%	13%	6%	6%	9%	9%	8%	3%	2%	5%	4%	5%
	Personal space on this bus	4%	4%	2%	8%	4%	6%	8%	11%	7%	2%	1%	3%	3%	3%
	Smoothness of this bus trip	8%	6%	7%	6%	12%	8%	7%	9%	6%	5%	5%	3%	3%	7%
<b>Cleanliness</b>	Cleanliness of the bus stop	13%	12%	9%	4%	9%	9%	6%	10%	7%	3%	4%	5%	4%	10%
	Cleanliness of this bus	4%	4%	3%	2%	5%	2%	5%	8%	6%	2%	0%	3%	1%	2%
<b>Information</b>	Availability of arrival information for this bus	10%	6%	15%	6%	13%	14%	11%	16%	14%	9%	10%	9%	10%	7%
	Availability of next stop information on this bus	16%	9%	13%	11%	15%	17%	15%	23%	17%	10%	13%	13%	14%	8%
	Availability of information about service delays	22%	19%	22%	21%	31%	29%	25%	26%	28%	22%	24%	21%	24%	16%
	Ease of finding info (routes, stops, timetables)	14%	5%	12%	10%	10%	15%	12%	14%	14%	10%	12%	9%	11%	9%
<b>Customer Service</b>	Willingness of bus staff to help	7%	5%	8%	6%	6%	5%	6%	6%	7%	3%	1%	4%	3%	4%
	Knowledge of bus staff	7%	6%	8%	4%	5%	3%	4%	5%	6%	3%	1%	3%	1%	4%
	Presentation of bus staff	3%	3%	4%	1%	3%	3%	2%	3%	3%	1%	0%	2%	0%	1%

# Customer Satisfaction Index May 2015

Bus													
% Partly to very <i>satisfied</i>		Outer-metropolitan bus service region											
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10	11	12
Overall	How satisfied are you with this service	95%	94%	96%	94%	89%	93%	93%	93%	92%	88%	98%	91%
Timeliness	This bus turning up on time	94%	89%	95%	87%	78%	86%	92%	89%	94%	83%	96%	90%
	Frequency of this bus service	81%	88%	78%	80%	77%	82%	84%	73%	82%	77%	84%	80%
	Journey time given the distance travelled	94%	92%	92%	91%	86%	94%	92%	91%	97%	89%	97%	93%
	Time to connect to other transport services	90%	84%	89%	85%	71%	85%	89%	77%	90%	0%	89%	88%
Safety & Security	Feeling safe at the bus stop	90%	92%	93%	85%	90%	90%	91%	94%	92%	85%	91%	91%
	Feeling safe while on this bus	97%	95%	97%	96%	96%	95%	96%	98%	99%	94%	97%	94%
	This bus being driven safely	98%	95%	96%	97%	97%	97%	98%	97%	99%	94%	98%	97%
Ticketing	Ease of purchasing my ticket	96%	92%	96%	98%	92%	95%	96%	93%	96%	93%	98%	92%
	Choice of tickets that meet my travel needs	96%	94%	95%	94%	88%	90%	97%	93%	95%	92%	98%	91%
Convenience	Availability of car parking facilities near the bus stop	81%	83%	87%	83%	71%	75%	82%	78%	81%	74%	92%	83%
	Ease of connection with other modes of transport	89%	89%	88%	87%	77%	83%	89%	82%	85%	85%	93%	87%
Accessibility	Ease of accessing the bus stop	94%	94%	96%	95%	93%	95%	95%	94%	94%	91%	98%	92%
	Ease of getting on and off this bus	96%	95%	96%	96%	94%	95%	96%	95%	95%	93%	97%	95%
	Usefulness of signs to help you find your way	91%	92%	92%	90%	85%	91%	93%	86%	91%	90%	97%	90%
Comfort	Comfort at the bus stop (shelter & seating)	83%	67%	76%	68%	68%	77%	85%	78%	79%	74%	70%	73%
	Seat availability on this bus	96%	96%	98%	97%	92%	98%	98%	97%	95%	95%	98%	97%
	Seat comfort on this bus	95%	95%	95%	97%	92%	93%	96%	96%	94%	93%	97%	93%
	Temperature on this bus	95%	89%	97%	89%	93%	96%	96%	95%	94%	91%	98%	91%
	Personal space on this bus	94%	96%	97%	96%	95%	97%	96%	97%	94%	93%	99%	93%
	Smoothness of this bus trip	92%	89%	94%	91%	89%	87%	93%	96%	94%	88%	98%	91%
Cleanliness	Cleanliness of the bus stop	85%	84%	88%	78%	75%	85%	86%	87%	90%	83%	89%	85%
	Cleanliness of this bus	97%	96%	97%	97%	92%	97%	98%	95%	93%	91%	99%	93%
Information	Availability of arrival information for this bus	89%	85%	86%	86%	79%	89%	93%	82%	91%	83%	93%	89%
	Availability of next stop information on this bus	86%	82%	84%	80%	76%	79%	87%	77%	82%	77%	89%	83%
	Availability of information about service delays	79%	72%	75%	67%	63%	64%	72%	69%	73%	70%	70%	69%
	Ease of finding info (routes, stops, timetables)	90%	84%	84%	84%	75%	79%	91%	78%	87%	76%	87%	85%
Customer Service	Willingness of bus staff to help	95%	93%	94%	95%	90%	93%	92%	93%	93%	85%	95%	89%
	Knowledge of bus staff	93%	92%	95%	94%	89%	94%	94%	95%	95%	89%	95%	91%
	Presentation of bus staff	96%	95%	97%	96%	93%	95%	97%	96%	96%	92%	97%	94%



# Customer Satisfaction Index May 2015

Bus													
% Partly to very <i>dissatisfied</i>		Outer-metropolitan bus service region											
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10	11	12
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>4%</b>	<b>7%</b>	<b>4%</b>	<b>3%</b>	<b>5%</b>	<b>5%</b>	<b>6%</b>	<b>1%</b>	<b>6%</b>
<b>Timeliness</b>	This bus turning up on time	5%	7%	3%	10%	17%	11%	6%	6%	5%	12%	2%	8%
	Frequency of this bus service	16%	10%	17%	17%	16%	14%	12%	21%	11%	16%	14%	16%
	Journey time given the distance travelled	3%	5%	4%	5%	8%	4%	5%	2%	1%	5%	2%	3%
	Time to connect to other transport services	5%	9%	5%	8%	15%	8%	9%	14%	4%	0%	7%	5%
<b>Safety &amp; Security</b>	Feeling safe at the bus stop	5%	7%	3%	7%	6%	4%	5%	4%	4%	10%	6%	5%
	Feeling safe while on this bus	1%	2%	1%	0%	2%	1%	3%	2%	0%	2%	2%	3%
	This bus being driven safely	1%	3%	1%	1%	1%	2%	2%	2%	0%	3%	1%	2%
<b>Ticketing</b>	Ease of purchasing my ticket	2%	5%	2%	1%	7%	3%	3%	3%	2%	4%	1%	6%
	Choice of tickets that meet my travel needs	2%	2%	1%	3%	6%	4%	3%	4%	4%	2%	1%	6%
<b>Convenience</b>	Availability of car parking facilities near the bus stop	6%	7%	2%	9%	10%	12%	9%	9%	12%	9%	2%	7%
	Ease of connection with other modes of transport	5%	5%	7%	7%	10%	13%	6%	12%	7%	5%	4%	6%
<b>Accessibility</b>	Ease of accessing the bus stop	3%	2%	2%	2%	5%	3%	4%	5%	5%	3%	2%	6%
	Ease of getting on and off this bus	2%	2%	3%	2%	3%	4%	2%	2%	3%	3%	3%	3%
	Usefulness of signs to help you find your way	3%	1%	4%	5%	7%	5%	4%	8%	1%	3%	2%	5%
<b>Comfort</b>	Comfort at the bus stop (shelter & seating)	10%	27%	18%	27%	26%	19%	13%	16%	15%	15%	27%	21%
	Seat availability on this bus	1%	1%	0%	2%	4%	1%	2%	1%	4%	2%	1%	1%
	Seat comfort on this bus	3%	3%	4%	1%	4%	4%	3%	2%	3%	4%	1%	3%
	Temperature on this bus	2%	6%	2%	5%	4%	3%	3%	0%	2%	3%	2%	3%
	Personal space on this bus	3%	1%	3%	1%	3%	2%	3%	1%	1%	3%	0%	4%
	Smoothness of this bus trip	5%	5%	4%	5%	6%	9%	3%	2%	5%	7%	1%	4%
<b>Cleanliness</b>	Cleanliness of the bus stop	11%	12%	9%	14%	16%	11%	9%	8%	5%	11%	7%	12%
	Cleanliness of this bus	2%	3%	1%	1%	4%	3%	1%	3%	2%	5%	0%	4%
<b>Information</b>	Availability of arrival information for this bus	9%	9%	10%	8%	13%	9%	4%	11%	4%	8%	4%	9%
	Availability of next stop information on this bus	11%	9%	7%	12%	17%	12%	5%	8%	4%	10%	7%	9%
	Availability of information about service delays	14%	22%	13%	25%	24%	24%	18%	15%	6%	16%	21%	20%
	Ease of finding info (routes, stops, timetables)	9%	12%	10%	13%	16%	16%	6%	12%	5%	14%	9%	10%
<b>Customer Service</b>	Willingness of bus staff to help	2%	4%	2%	3%	4%	1%	4%	3%	6%	5%	1%	7%
	Knowledge of bus staff	3%	4%	2%	3%	4%	1%	3%	3%	2%	3%	2%	4%
	Presentation of bus staff	1%	2%	1%	1%	2%	1%	2%	2%	1%	2%	1%	3%

# Customer Satisfaction Index May 2015

Ferry								
% Partly to very <i>satisfied</i>		Ferry route						
Service driver	Service attribute	Manly	Parramatta River	Darling Harbour / Balmain East	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>97%</b>	<b>97%</b>	<b>98%</b>	<b>98%</b>	<b>97%</b>	<b>99%</b>	<b>98%</b>
<b>Timeliness</b>	This ferry turning up on time	97%	96%	98%	97%	97%	98%	98%
	Frequency of this ferry service	89%	77%	91%	77%	84%	87%	95%
	Journey time given the distance travelled	92%	92%	96%	96%	98%	97%	97%
	Time to connect to other transport services	89%	86%	95%	91%	95%	92%	95%
<b>Safety &amp; Security</b>	Feeling safe at the ferry wharf	98%	95%	98%	98%	98%	99%	98%
	Feeling safe while on this ferry	98%	98%	99%	99%	100%	99%	98%
	This ferry being driven safely	98%	99%	99%	99%	99%	99%	98%
<b>Ticketing</b>	Ease of purchasing my ticket	95%	94%	93%	92%	92%	93%	96%
	Choice of tickets that meet my travel needs	90%	90%	91%	87%	89%	90%	93%
<b>Convenience</b>	Availability of car parking facilities near the ferry wharf	52%	70%	73%	46%	65%	69%	68%
	Ease of connection with other modes of transport	89%	82%	91%	91%	93%	87%	95%
<b>Accessibility</b>	Ease of accessing the ferry wharf	97%	95%	97%	94%	96%	97%	97%
	Ease of getting on and off the ferry	98%	97%	99%	98%	98%	97%	99%
	Usefulness of signs to help you find your way	93%	90%	94%	91%	93%	96%	93%
<b>Comfort</b>	Comfort at the ferry wharf (shelter & seating)	87%	85%	92%	91%	93%	86%	93%
	Seat availability on this ferry	98%	95%	97%	98%	99%	98%	96%
	Seat comfort on this ferry	91%	94%	94%	97%	96%	97%	96%
	Temperature on this ferry	93%	95%	95%	96%	95%	94%	96%
	Personal space on this ferry	95%	95%	96%	98%	97%	97%	97%
	Smoothness of this ferry trip	97%	97%	98%	98%	99%	98%	96%
<b>Cleanliness</b>	Cleanliness of the ferry wharf	94%	94%	97%	95%	91%	96%	95%
	Cleanliness of this ferry	93%	97%	98%	97%	97%	98%	95%
<b>Information</b>	Availability of arrival information for this ferry	94%	89%	92%	94%	94%	93%	96%
	Availability of next stop information on this ferry	92%	91%	94%	94%	93%	95%	95%
	Availability of information about service delays	86%	79%	89%	86%	86%	88%	91%
	Ease of finding info (routes, stops, timetables)	91%	89%	93%	91%	91%	92%	92%
<b>Customer Service</b>	Willingness of ferry staff to help	93%	94%	94%	94%	96%	96%	94%
	Knowledge of ferry staff	90%	93%	93%	93%	95%	95%	93%
	Presentation of ferry staff	91%	96%	94%	94%	95%	96%	94%



# Customer Satisfaction Index May 2015

Ferry								
% Partly to very <i>dissatisfied</i>		Ferry route						
Service driver	Service attribute	Manly	Parramatta River	Darling Harbour / Balmain East	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>1%</b>
<b>Timeliness</b>	This ferry turning up on time	2%	3%	1%	2%	3%	1%	1%
	Frequency of this ferry service	8%	20%	5%	20%	12%	11%	4%
	Journey time given the distance travelled	5%	5%	2%	1%	0%	2%	2%
	Time to connect to other transport services	6%	7%	3%	4%	3%	4%	2%
<b>Safety &amp; Security</b>	Feeling safe at the ferry wharf	1%	4%	1%	1%	1%	1%	1%
	Feeling safe while on this ferry	1%	1%	1%	1%	0%	1%	1%
	This ferry being driven safely	1%	0%	1%	1%	0%	1%	1%
<b>Ticketing</b>	Ease of purchasing my ticket	3%	4%	5%	5%	6%	5%	3%
	Choice of tickets that meet my travel needs	7%	7%	6%	9%	7%	7%	4%
<b>Convenience</b>	Availability of car parking facilities near the ferry wharf	31%	23%	12%	34%	20%	21%	18%
	Ease of connection with other modes of transport	7%	10%	3%	4%	3%	8%	2%
<b>Accessibility</b>	Ease of accessing the ferry wharf	1%	3%	2%	4%	3%	2%	1%
	Ease of getting on and off the ferry	1%	2%	1%	1%	1%	1%	0%
	Usefulness of signs to help you find your way	3%	4%	4%	3%	4%	1%	3%
<b>Comfort</b>	Comfort at the ferry wharf (shelter & seating)	8%	11%	4%	6%	4%	10%	2%
	Seat availability on this ferry	1%	3%	1%	0%	1%	1%	1%
	Seat comfort on this ferry	4%	4%	2%	1%	2%	1%	1%
	Temperature on this ferry	4%	3%	2%	1%	3%	3%	1%
	Personal space on this ferry	2%	3%	1%	0%	1%	1%	1%
	Smoothness of this ferry trip	1%	2%	1%	0%	0%	1%	1%
<b>Cleanliness</b>	Cleanliness of the ferry wharf	3%	4%	2%	4%	8%	3%	2%
	Cleanliness of this ferry	4%	2%	1%	1%	1%	1%	2%
<b>Information</b>	Availability of arrival information for this ferry	2%	8%	5%	3%	2%	3%	2%
	Availability of next stop information on this ferry	2%	5%	3%	2%	1%	3%	1%
	Availability of information about service delays	7%	14%	5%	7%	6%	6%	3%
	Ease of finding info (routes, stops, timetables)	5%	7%	4%	3%	5%	5%	4%
<b>Customer Service</b>	Willingness of ferry staff to help	2%	2%	3%	1%	1%	1%	3%
	Knowledge of ferry staff	2%	2%	3%	1%	0%	1%	2%
	Presentation of ferry staff	4%	1%	2%	1%	1%	1%	2%

# Customer Satisfaction Index May 2015

Taxi					
% Partly to very <i>satisfied</i>		Taxi service area			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>83%</b>	<b>89%</b>	<b>89%</b>	<b>83%</b>
<b>Timeliness</b>	Availability of taxi service	84%	86%	88%	87%
	Taxi arrived on time	89%	86%	88%	86%
	Journey time given the distance travelled	89%	94%	93%	88%
	Traffic flow	79%	91%	92%	88%
<b>Safety &amp; Security</b>	Feeling safe while in the taxi	88%	94%	95%	89%
	Feeling safe at the taxi rank	88%	81%	86%	81%
	The taxi was driven safely	88%	94%	95%	90%
	Security features provided in the taxi	86%	92%	95%	90%
<b>Payment</b>	Ease of payment	90%	94%	96%	92%
	Charged correct fare	88%	91%	93%	88%
	Reasonableness of fare charged	74%	84%	80%	72%
	Reasonableness of the payment method surcharge	65%	77%	76%	70%
<b>Convenience</b>	Ease of booking the taxi	90%	91%	92%	93%
	Ease of finding the taxi rank	90%	94%	93%	89%
	Convenience of drop off at destination	92%	96%	96%	92%
<b>Accessibility</b>	Ease of getting in and out of the taxi	92%	92%	96%	93%
	Adequate space during the trip	92%	94%	97%	92%
<b>Comfort</b>	Comfort at taxi rank (e.g. shelter & seating)	68%	75%	65%	56%
	Comfort within the taxi	88%	93%	95%	90%
	Temperature level in the taxi	86%	92%	94%	89%
<b>Cleanliness</b>	Cleanliness of the taxi rank	84%	77%	84%	77%
	Cleanliness of the taxi interior	86%	91%	95%	91%
	Pleasant smell in the taxi	80%	85%	89%	84%
<b>Information</b>	Information on where to find a taxi	71%	77%	81%	72%
	Availability of information at taxi rank	71%	66%	55%	55%
	Information on how to book a taxi	87%	89%	90%	86%
	Information on my booking request	88%	85%	87%	84%
	Information on fares including tolls	70%	78%	77%	72%
<b>Customer Service</b>	Willingness of taxi driver to help	76%	87%	86%	81%
	Knowledge of taxi driver to get you to your destination	84%	92%	90%	89%
	Personal presentation of taxi driver	83%	91%	92%	87%
	Ease of communicating with taxi driver	82%	92%	92%	83%
	Staff on the phone responded to my needs	91%	88%	88%	87%

# Customer Satisfaction Index May 2015

Taxi					
% Partly to very <i>dissatisfied</i>		Taxi service area			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>7%</b>	<b>6%</b>	<b>6%</b>	<b>8%</b>
<b>Timeliness</b>	Availability of taxi service	6%	8%	8%	7%
	Taxi arrived on time	7%	9%	9%	9%
	Journey time given the distance travelled	5%	2%	3%	3%
	Traffic flow	10%	3%	1%	4%
<b>Safety &amp; Security</b>	Feeling safe while in the taxi	4%	3%	3%	6%
	Feeling safe at the taxi rank	5%	10%	6%	12%
	The taxi was driven safely	6%	3%	4%	3%
	Security features provided in the taxi	3%	1%	2%	2%
<b>Payment</b>	Ease of payment	3%	2%	1%	3%
	Charged correct fare	3%	2%	3%	5%
	Reasonableness of fare charged	14%	11%	14%	18%
	Reasonableness of the payment method surcharge	13%	7%	11%	12%
<b>Convenience</b>	Ease of booking the taxi	4%	6%	4%	2%
	Ease of finding the taxi rank	3%	2%	2%	3%
	Convenience of drop off at destination	2%	2%	1%	2%
<b>Accessibility</b>	Ease of getting in and out of the taxi	2%	2%	2%	2%
	Adequate space during the trip	2%	2%	1%	1%
<b>Comfort</b>	Comfort at taxi rank (e.g. shelter & seating)	12%	12%	14%	35%
	Comfort within the taxi	4%	4%	1%	3%
	Temperature level in the taxi	4%	4%	3%	5%
<b>Cleanliness</b>	Cleanliness of the taxi rank	4%	10%	5%	11%
	Cleanliness of the taxi interior	6%	5%	3%	4%
	Pleasant smell in the taxi	9%	7%	5%	7%
<b>Information</b>	Information on where to find a taxi	11%	5%	10%	11%
	Availability of information at taxi rank	9%	8%	18%	15%
	Information on how to book a taxi	2%	4%	2%	2%
	Information on my booking request	4%	8%	5%	3%
	Information on fares including tolls	10%	8%	7%	13%
<b>Customer Service</b>	Willingness of taxi driver to help	6%	6%	6%	5%
	Knowledge of taxi driver to get you to your destination	8%	4%	7%	4%
	Personal presentation of taxi driver	5%	5%	4%	3%
	Ease of communicating with taxi driver	9%	5%	5%	7%
	Staff on the phone responded to my needs	5%	8%	5%	4%